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**Minister of Finance  
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**MONTENEGRO  
GOOD LOCAL GOVERNANCE**

***SUMMARY RESULTS OF THE  
WATER SUPPLY CUSTOMER  
SURVEY  
CONDUCTED IN MONTENEGRO  
IN JULY 2005***



Good Local Governance Project- Montenegro  
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**SUMMARY RESULTS OF THE WATER SUPPLY CUSTOMER SURVEY  
CONDUCTED IN MONTENEGRO IN JULY 2005  
ALL MUNICIPLAITIES (BAR, HERCEG NOVI, DANILOVGRAD, ROZAJE, PLJEVLJA)  
LEGAL ENTITIES**

- CONTACTS WITH WATER UTILITIES AND CONTACTS RELATED TO WATER SUPPLY PROBLEMS**

A vast majority of respondents (**87%**) stated that in the last 12 months **they had not been in a position to contact anyone from the Local Government or the Water Works regarding any issue, complaint or requiring any information or assistance.** 13% of legal entities were in a position, or required to make such contact.

ALSO a vast majority of legal entities (**85.5%**) **DID NOT** address **the Water Works** regarding any water supply problem in the last 12 months, while 14.5% of them did so.

- REASONS FOR CONTACTING AND NOT CONTACTING THE WATER WORKS**

Reasons for not contacting the Water Works: Since **52% legal entities** who did not contact the Water Works stated that they had experienced **no problems that required such contact.** 47% legal entities specified no special reason.

**Reasons for contacting the Water Works:** Out of 14.5% legal entities who contacted the Water Works for assistance, 24% of them had done so because of **water supply problems.**

Reasons for Contacting the Water Works (%)				
H NOVI	Out of 7%	Respondents who contacted the Water Works	87.5 %	Water supply problem
BAR	Out of 17%		37%	Water meter problem
Danilovgrad	Out of 16%		23%	Water meter or manhole valve problem
Plevlja	Out of 23%		20%	Pipe problem
Rozaje	Out of 6%		60%	Water supply interruption

- QUALITY OF THE WATER WORKS RESPONSE TO THE PROBLEM**

The poll participants evaluated the response of the local Water Works to the problem as good.

- OBJECTIONS OF THE RESPONDENTS TO THE MANNER IN WHICH THEIR WATER SUPPLY PROBLEM WAS RESOLVED AND THE EXPRESSED LEVEL OF SATISFACTION WITH THE FINAL SOLUTION TO THE PROBLEM**

The most significant objection of the legal entities who contacted the local Water Works for assistance was **the fact that the problem had not been resolved at all, since 20% of them stated so.** Delay and poor job quality followed immediately after. Somewhat more than one third of the survey participants had no objections.

According to the survey results (Question 2.3) **the respondents demonstrated more satisfaction than dissatisfaction** with the final solution to their water supply problem, since 40% of them expressed either prevailing or complete satisfaction, while 30% of them expressed prevailing or complete dissatisfaction.

- **PROBLEMS RELATED TO QUALITY OF WATER AND WATER SUPPLY**

The majority of the respondents (47%) pointed out the problem of white water color. Water turbidity (42%) and rusty water color (15%) followed immediately after.

Generally speaking, legal entities identified water quality problems more than those related to water supply frequency and volumes.

According to the survey participants, legal entities annually face water supply shortages for 45 days.

- **TOLERANCE OF LEGAL ENTITIES FOR WATER SUPPLY PROBLEMS**

Tolerance of legal entities for water supply problems is very low, although the answer is hidden in the provided response *I can not assess*.

- **OWN AWARENESS ABOUT THE LOCAL WATER WORKS ACTIVITIES**

51% of the survey participants stated that they were mostly poorly informed or uninformed. The legal entities see themselves as poorly informed about the Water Works activities.

- **WATER BILL PAYMENT – MANNER OF PAYMENT AND WATER BILL ACCURACY ASSESSMENT**

Most of the legal entities (69%) pay their water bills monthly. 5% of them pay their water bills quarterly.

Most of the surveyed legal entities (64%) believe that their water bills are accurate. Fewer of them (14%) believe that they are not.

- **PARTICIPATION IN THE DECISION MAKING PROCESSES REGARDING WATER PRICING AND TARIFFS; OPINIONS ON PARTICIPATION OF LEGAL ENTITIES AND CITIZENS IN SUCH PROCESSES AND INTEREST IN DECISION MAKING**

8.5% of the total number of surveyed legal entities would participate in the local decision making processes regarding water pricing.

A vast majority of legal entities (78%) believe that they, as well as the citizens and institutions, should participate in the decision making processes regarding water tariffs.

The poll participants expressed divided opinions regarding their interest in participation in the decision making processes, since 37% of them stated that they would participate, while 36% of them were decisively against the idea.

- **OPINION ABOUT THE IMPACT OF OWN PARTICIPATION IN PUBLIC DEBATES ON IMPROVEMENT OF WATER SUPPLY SERVICES**

Most of the respondents (44%) are not certain that their participation in a public debate organized by the Water Works would bear any results. 29% of them believe that it would.

- **OPINION OF LEGAL ENTITIES REGARDING ORGANIZATION OF REVENUE COLLECTION FROM WATER SUPPLY SERVICES**

Most of the respondents (**46%**) **believe that the water bill collection process is organized well.** 26 % believe that it is not.

- **OPINION OF LEGAL ENTITIES REGARDING EFFICIENCY OF VARIOUS ENFORCEMENT MEASURES**

More than one third of poll participants (**39.5%**) **believe that service disconnection is the most efficient enforcement measure in case of non-payers.** 30% of survey participants do not support any enforcement measures.

- **OPINION OF LEGAL ENTITIES REGARDING IMPACT OF IMPROVED COLLECTION RATES ON WATER SUPPLY QUALITY**

Most survey participants (**42%**) **believe that improved collection rates would lead to improved water supply.** 33% of them do not believe so.

### **Recommendations to Water Utilities**

Taking into account the results that may be interpreted as indicated water supply problems, such as water quality and water supply interruption ones, approximately 50% of households stated that the problem that made them contact the Water Works had not been resolved at all. 60% of households were either completely or partly dissatisfied with the problem resolution. The households averagely experienced problems in water supply for 54 days a year (85 days in Bar, 83 days in Herceg Novi), and were ready to tolerate them for 8 days. Based on the above stated, the low level of customer awareness about the Water Works activities, etc. the following conclusions might be drawn:

Each Water Utility is specific and should mostly be able to recognize its problems. If the latter condition has been met, i.e. the problem has been recognized, each Water Utility should consider implementation of an efficient organization. Accordingly, it may set some achievable and realistic goals without major investments. For example, reduction of the number of days with poor water quality, reduction of water supply interruptions by 10%, etc. may be achieved through better organization of network maintenance, better inspection of the existing infrastructure, prevention of illegal connections, etc.

If the problem (and consequently the solution) has not been recognized well enough, more participants may be engaged in problem mitigation or resolution. A wide range of participants may be included starting from the immediate customers (who according to the survey results expressed their interest in problem resolution and discussions regarding possible improvements) to experts in various issues.

The Water Utilities that share similar problems should certainly cooperate, especially with the Water Utilities in the region that used to have similar problems and succeeded in resolving, decreasing or minimizing them. The Water and Sewer Works of Montenegro should first of all be the mediator of such cooperation.

Accordingly, the following is recommended:

1. Make a wide public announcement of the survey results in the demonstration municipalities
2. The Water Utility should assess (Management Board) what can be done to improve the current situation, with no or minimum investment, using better and more efficient processes of production and service provision.
3. The Water Works Director together with the Management Board should identify and quantify the achievable objectives.

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4. The Water Works Director should identify together with his professional staff the measures and activities required to reach the realistically set objectives, as well as to:
  - a. Specify the monitoring procedure – performance indicators
  - b. Specify performance monitoring periods, to confirm implementation of the desired changes.
5. Incorporate the specified goals into the Annual Plan by drafting an Annex to the Annual Plan, i.e. the Plan of Water Supply Improvement Activities/Measures.
6. Present the Action Plan for Water Supply Improvement to the widest public and the Local Government in order to get an overview about the processes initiated by the Water Works to improve water supply and analyze the feedback.
7. Inform the public about the situation in the Water Works through media, organize public awareness campaigns on topics that require the cooperation of the public, customers or target groups, i.e. public awareness campaigns on topics defined through feedback analysis.
8. The Water Works Association (AMWWA) should monitor those activities and provide professional support in implementation of measures and recommendations.